

## **FAQs About CAPS (Counseling & Psychological Services) for Families of New Incoming SHU Students**

Welcome to Seton Hall University! Navigating mental health concerns during the transition to college can be stressful, and you may have many questions about how best to do this for your incoming SHU student. College mental health services are often different than private practice or guidance counseling offices that your family may be more accustomed to in the K-12 academic system. Mental health care at the college level often requires and allows for greater levels of autonomy for college students in making mental health decisions, which we recognize can be challenging. Below is a listing of frequently asked questions that many parents or caregivers may have in navigating this transition.

- 1. My child already receives weekly therapy but is moving on campus. How do we transition these services to CAPS?**
  - If weekly, consistent therapy is desired or indicated for a student, this would go beyond our scope of services, and we would assist the student with finding an appropriate referral off campus after an initial assessment.
  - You can check with your current provider if they can continue to provide services via telehealth. It is often useful to continue with your current provider during a time of transition into college.
  
- 2. My child utilized the guidance counseling office often in high school. Does CAPS work the same way?**
  - CAPS provides psychological counseling and treatment. This means a student seeking services is assessed and a treatment plan is created, which may result in a variety of recommendations based on level of care needed.
  - CAPS offers drop-in services for students facing any psychological crisis. A counselor will meet with the student for 15-30 minutes to discuss the immediate crisis, needs, and discuss next steps to address the crisis.
  
- 3. My child already receives psychiatric medication through our provider. Do we transfer our child's medication to CAPS?**
  - We offer limited psychiatric consultation. If an incoming student already has a psychiatric provider, you may want to remain with that provider as they know your child's history.
  - You can ask your current provider if they can continue to have psychiatric consultation via telehealth. If not, we can help a student find an off-campus psychiatrist. This will often take 6-8 weeks, so it is helpful to start the process sooner than later.
  - We can supply you with local pharmacy information if needed. Alternatively, some families might consider mail-order options to ensure medication needs are continued.
  - The CAPS psychiatric consultant cannot provide ADHD medication as per policy.
  
- 4. How do I set up services for my child before the school year begins?**
  - You must be an enrolled student to receive CAPS services.
  - Our recommendation would be to have your student call us to set up an initial assessment once they have moved in or acclimated to their classes.
  - Parents or caregivers cannot set up an appointment for a student, as our services are confidential and voluntary.
  
- 5. If I'm worried about my child's mental health during the school year, what should I do?**
  - We would encourage you to speak with your child directly about your concerns, and encourage them to seek help and check in with CAPS.
  - Due to the confidential nature of our services, we would not be able to tell you if your child attends our services (or not), without a written release of information.

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- You can share your concerns with us, and if we assess there to be any imminent safety risk, we will contact the appropriate parties to ensure students' safety while maintaining their privacy.
- 6. My child had an IEP/ 504 plan and was receiving accommodations. Will that be available?**
- If a student has an IEP plan in high school, they should register with the Office of Disability Services by contacting them at 973.313.6003 and making an initial appointment to discuss accommodations that may or may not be provided at the college level.
- 7. I think my child would benefit from therapy at CAPS. Can I call to make them an appointment?**
- You cannot make an appointment for your child, as our services are completely voluntary and confidential.
  - Enrolled students need to contact our services directly at 973.761.9500 or come in at Mooney Hall, Room 27 to make an appointment. You can call together, but we need to speak directly with the individual seeking services.
- 8. I think my child needs therapy. Can you call them and encourage them to come in?**
- CAPS does not typically call students to encourage them to seek help unless we are concerned for their immediate safety.
  - It is unethical for mental health practitioners to ask one to seek help, as this could be viewed as solicitation or coercion, which is often not a positive way to begin treatment and CAPS services are voluntary.
  - Research shows that when someone seeks out help voluntarily, they are more motivated and make greater therapeutic gains. This is why we encourage you to speak with your child directly about your concerns, and encourage them to seek help and check in with CAPS.

For more information related to our services, please visit our website and more general FAQs here:



<https://www.shu.edu/counseling-psychological-services/faq.cfm>

You can also read more about our scope of services here:



<https://www.shu.edu/counseling-psychological-services/services.cfm>

Please feel free to call to consult with us at 973.761.9500 about any specific question you may have.  
We look forward to welcoming you and your new student to the Seton Hall Community!